

FIG. 1

10

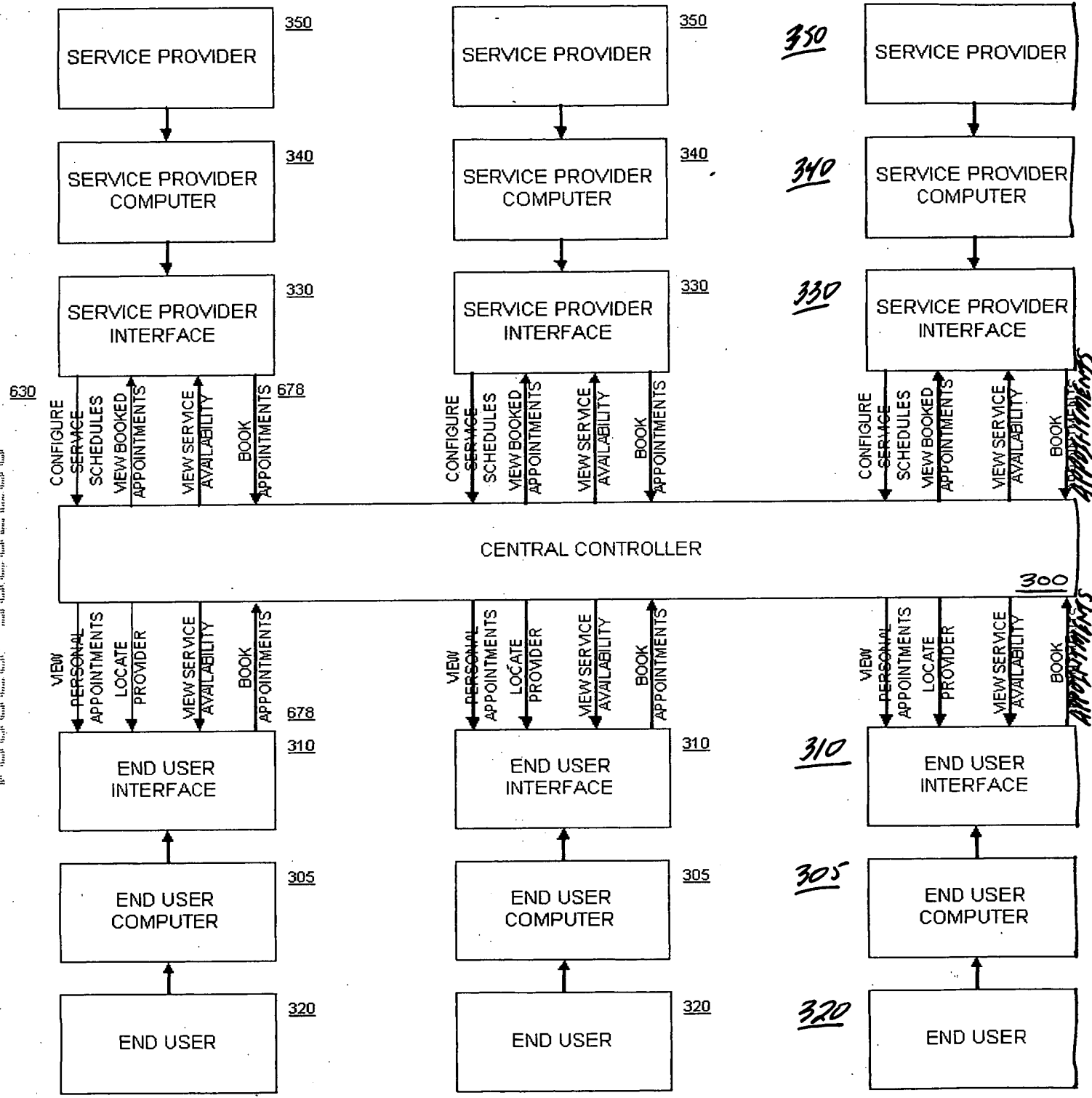
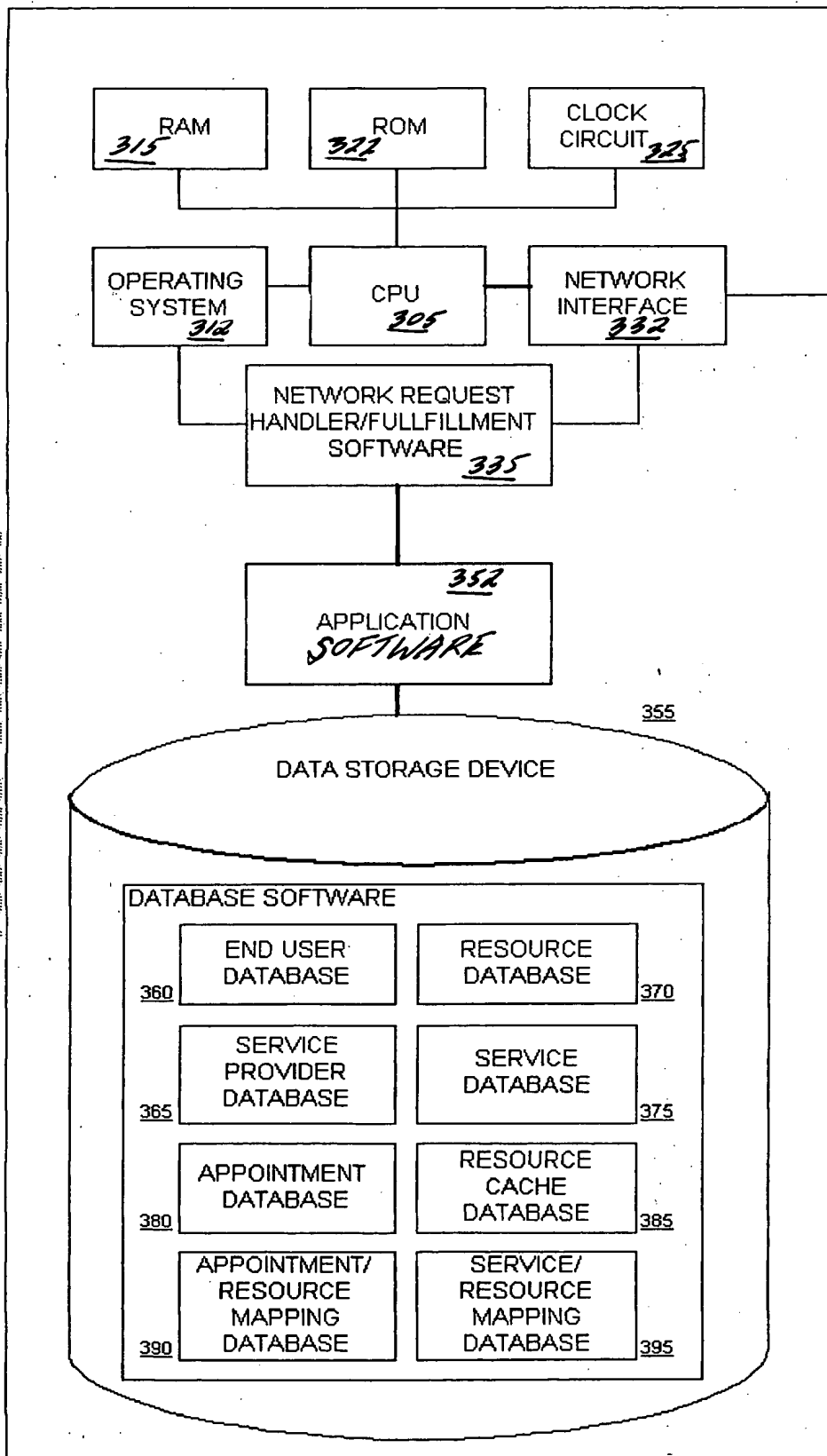


FIG. 1

The diagram illustrates the architecture of a network browsing system. At the center is the **CPU** (205). Connected to the CPU are several components: **RAM** (215) and **ROM** (220) are connected to the top of the CPU; **USER INPUT INTERFACES** (225) is connected to the top right of the CPU; **OPERATING SYSTEM** (210) is connected to the left of the CPU; **NETWORK INTERFACE** (245) is connected to the right of the CPU. Below the CPU, a **DATA STORAGE DEVICE** (240) is connected to the bottom of the CPU. To the right of the data storage device, **NETWORK BROWSING SOFTWARE** (235) is connected to the bottom of the CPU. An arrow labeled *To Central Controller* points from the **NETWORK INTERFACE** (245) to the right.

FIG. 2

300



From/To Service Provider  
and End User  
Interfaces

FIG. 3

END USER Table 400

END USER ID 402	END USER EMAIL 404	END USER PASSWORD 406	END USER FIRST NAME 408	END USER LAST NAME 410	END USER TIME ZONE 412	END USER POSTAL CODE 414
544323	joe@earthlink.net	SKDIKJE39	Joe	Manatu	5	10012
544324	ir12200@yahoo.com	873KJK3H	Jeff	Jones	8	98105
544325	mmn@globa.com	0808882	Renata	Murta	5	10003

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FIG. 4

SERVICE PROVIDER ID 502	SERVICE PROVIDER EMAIL 504	SERVICE PROVIDER PASSWORD 506	SERVICE PROVIDER TITLE 508	SERVICE PROVIDER TYPE 510	SERVICE PROVIDER CODE 512	SERVICE PROVIDER ZIP ZONE 514	SERVICE PROVIDER TIME	SERVICE PROVIDER ACTIVATION SETTING 516
23545668	admin@aaaautobody.com	LKSDJF8JSE9	A & A Autobody	AUTOMOTIVE	10012	5		1
23545669	admin@vinslar.com	SKDIE8539	Winstar Real Estate	REAL ESTATE	10014	5		1
23545670	admin@sciacpa.com	9834JWFI	SCJA CPA Association	PROFESSIONAL SERVICE	07030	6		1
23545671	admin@twa.com	94K449GS9DF9	First West Airlines	AIRLINES	98104	8		1

FOIA b 7: EXEMPTED

RESOURCE Table 600

RESOURCE ID 602	SERVICE PROVIDER ID 604	RESOURCE TITLE 606	RESOURCE OPEN 608	RESOURCE CLOSE 610	RESOURCE ACTIVATION SETTING 612
92238	23545888	Car Repair Bay	480	1040	1
92239	23545888	Battery Testing Machine	480	1040	1
92240	23545670	Estate Planning Accountants	420	800	1
92241	23545671	Executive Club Rooms	0	1440	1

~ 614

~ 616

SERVICE Table 700

SERVICE ID 702	SERVICE PROVIDER ID 704	SERVICE TITLE 706	SERVICE TIME INTERVAL 708	SERVICE MINIMUM DAYS 710	SERVICE MAXIMUM DAYS 712	SERVICE MINIMUM CANCEL DAYS 714	SERVICE REQUIRE CREDIT CARD FLAG 716	SERVICE HOLD PRICE 718	APPOINTMENT DESCRIPTION PROMPT 720	SERVICE ACTIVATION SETTING 722
5667	23545668	Automatic Transmission Service/Repair	45	0	7	1	1	400	Please enter the nature of your Transmission trouble.	1
5668	23545668	Batteries - Sell and install	30	0	7	1	1	200	Please enter the desired Battery manufacturer.	1
5669	23545668	Brake Repair	120	2	30	2	0	500	Please enter the nature of your Brake trouble.	1
5670	23545668	Electrical and Electronic Systems	240	0	14	0	0	400	Please enter the nature of your Electrical systems trouble.	1

T080201 00562250

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APPOINTMENT Table 800

APPOINTMENT ID 802	END USER ID 804	SERVICE ID 806	START TIMESLOT NUM 808	START TIMESTAMP 810	END TIMESLOT NUM 812	END TIMESTAMP 814	USER CREDIT CARD NUM 816	USER CARD TYPE 818	APP USER CARD EXPIRE 820	APPOINTMENT DESCRIPTION 822	APP ACTIVE FLAG 824
1001223	544323	5668	525	Jul 21 2000 08:45:14:000AM	555	Jul 21 2000 09:15:14:000AM	4776873303780065	VISA	09/02	Please install a System V Optima battery.	1
1001224	544323	5667	720	Aug 23 2000 12:00:00:000PM	765	Aug 23 2000 12:45:00:000PM	NULL	NULL	NULL	I hear loud sounds when switching gears.	1
1001225	544324	7665	1140	Aug 24 2000 07:00:25:000PM	1260	Aug 24 2000 08:00:25:000PM	NULL	NULL	NULL	NULL	1

FIG. 8



## RESOURCE CACHE Table

**FIG. 9**

TABLE 1000

SERVICE/RESOURCE MAPPING Table 1000

SERVICE ID	RESOURCE ID
1002	1004
5668	92238
5668	92239
5668	92238

1006 ~

1008 ~

1010 ~

FIG. 10

APPOINTMENT/RESOURCE MAPPING Table 1100

APPOINTMENT ID	RESOURCE ID
1001223	92238
1001223	92239

~

1106 ~

1108 ~

FIG. 11

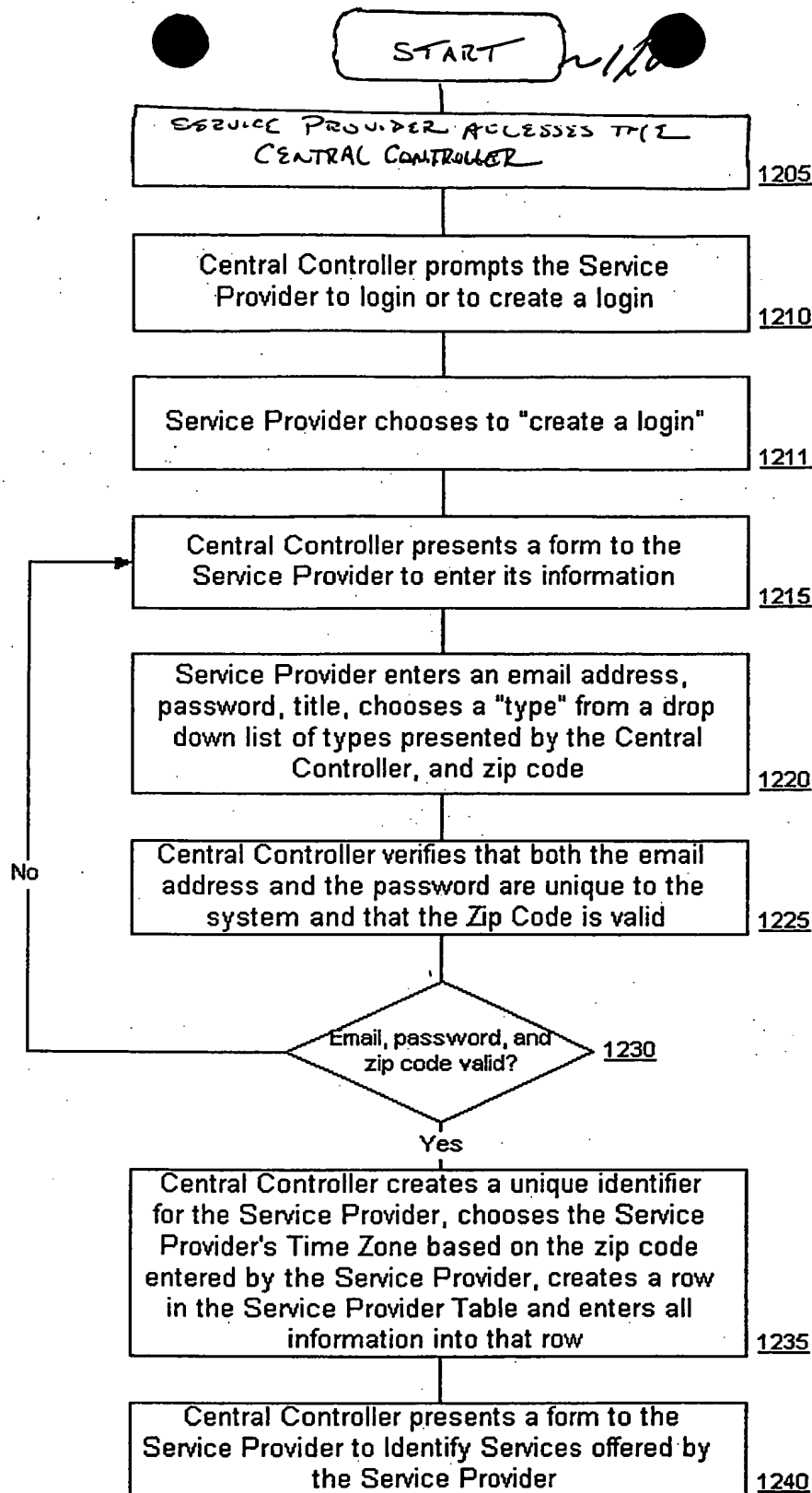


Fig. 12B  
Fig. 12A

From Fig. 12A

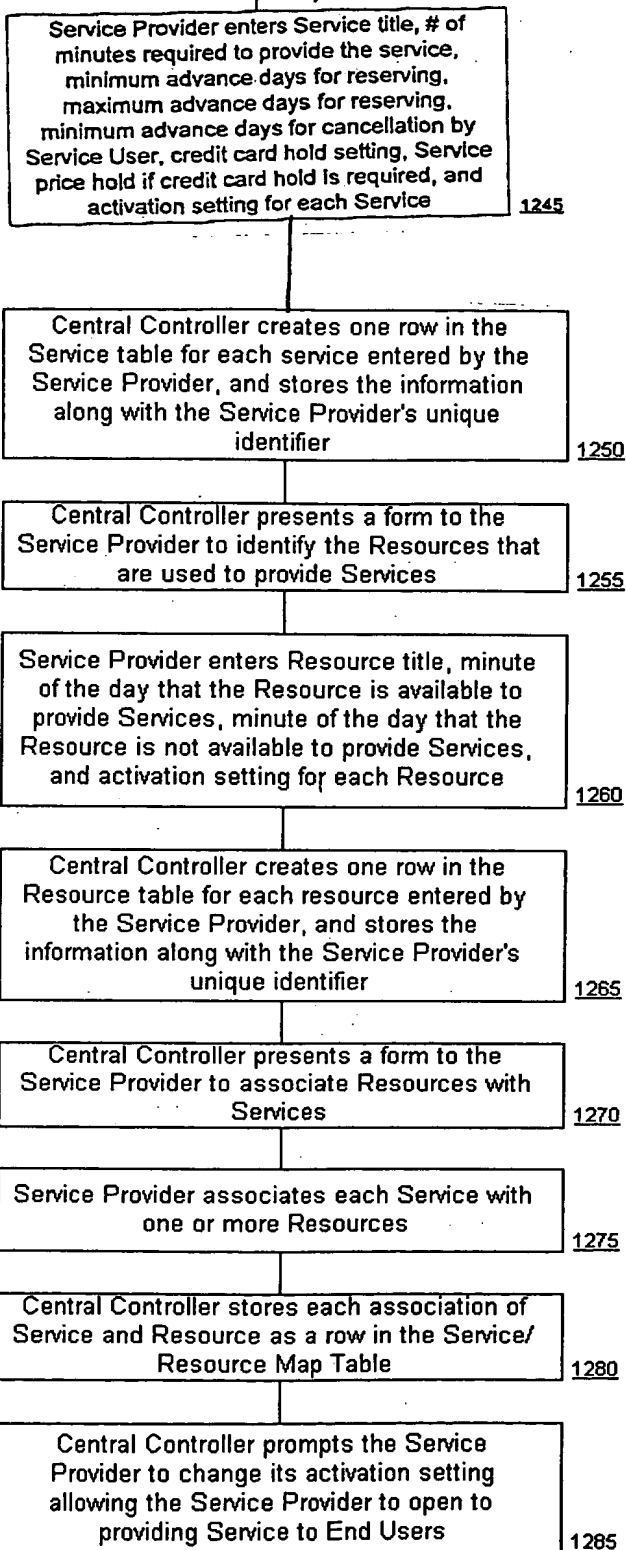


FIG. 12B

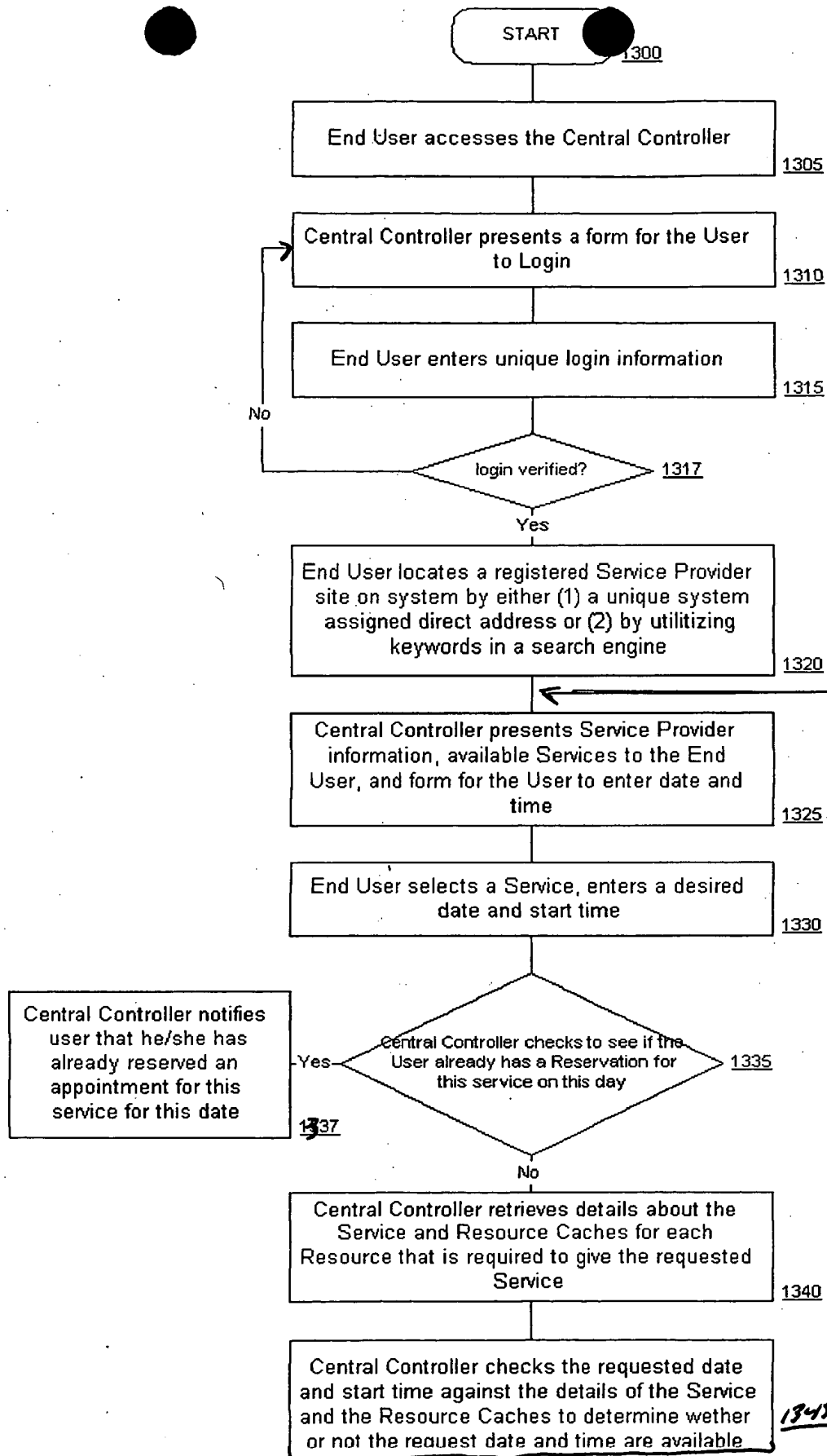
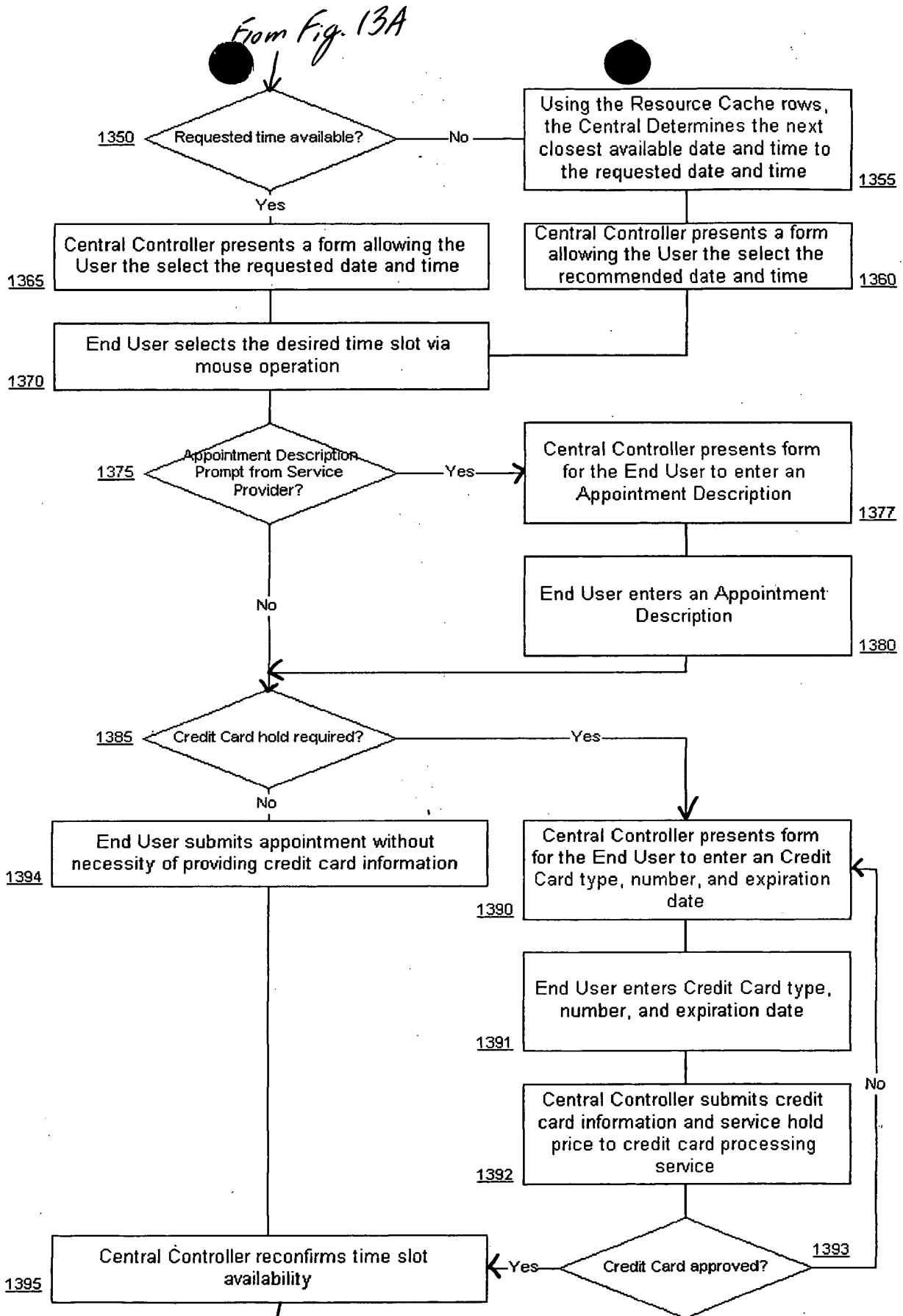


FIG. 13A

Fig. 13B



*Fig. 13C*

*FIG. 13B*

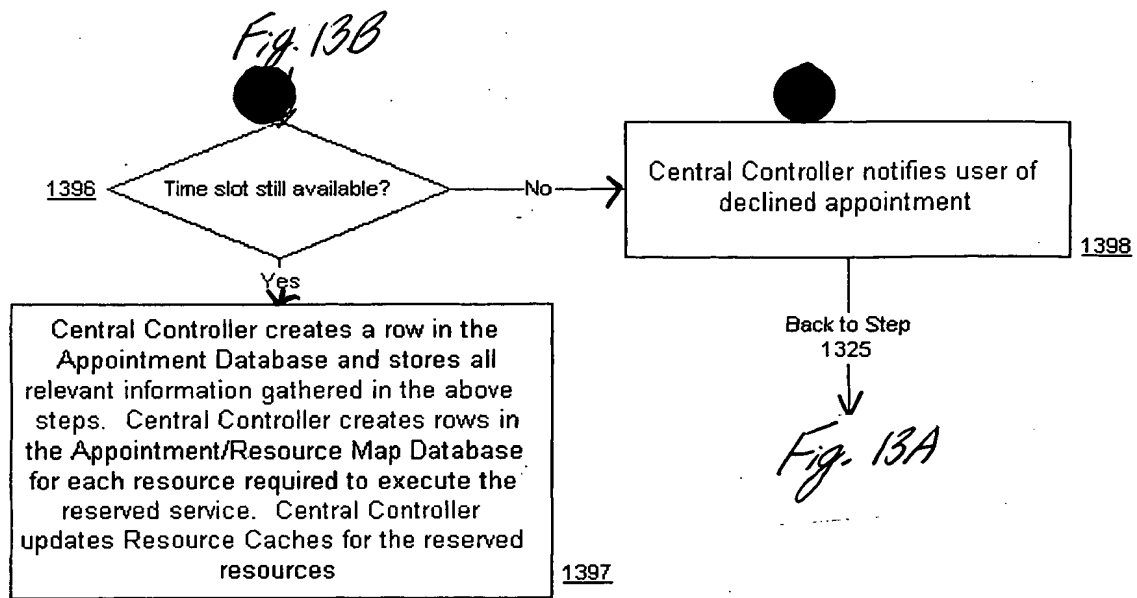


FIG. 13C

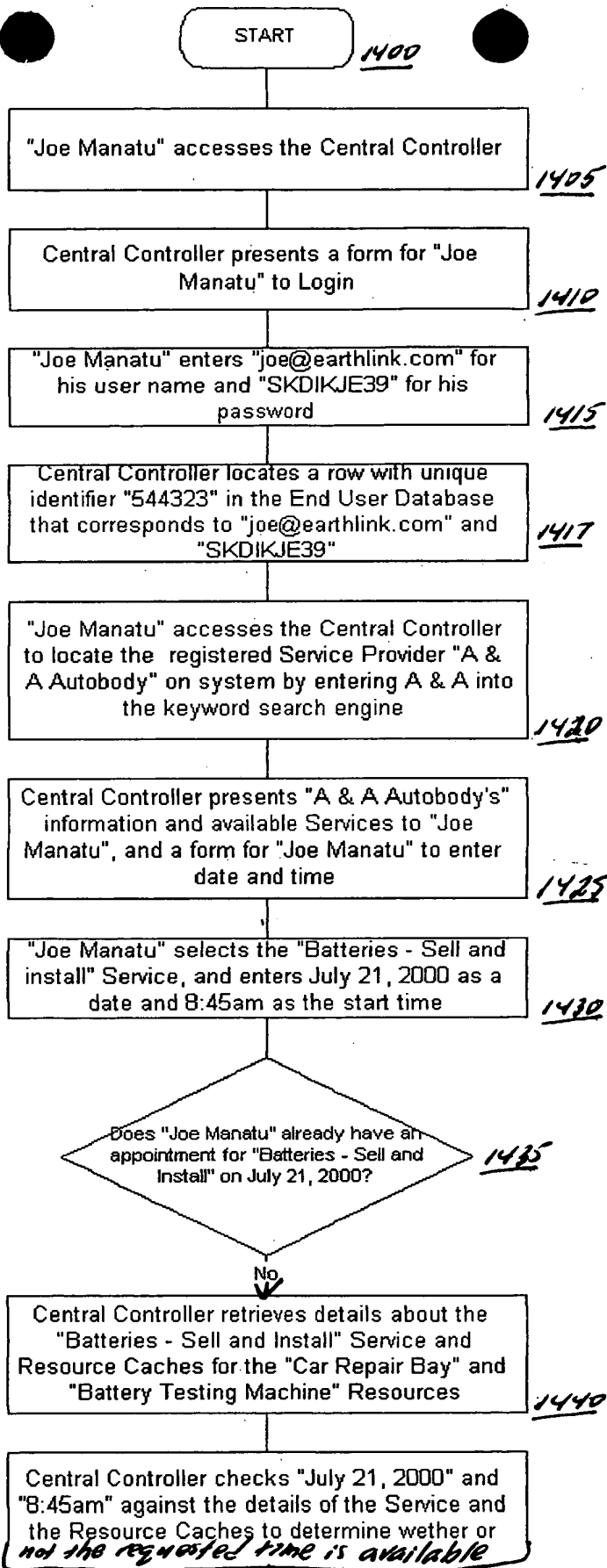


FIG. 14A

Fig. 14B



Fig. 14A

1468

Requested time available?

Yes

1465

Central Controller presents a form allowing "Joe Manatu" to select "July 21, 2000 8:45am"

1470

"Joe Manatu" selects "July 21, 2000 8:45am" via mouse operation

1475

Appointment Description Prompt from Service Provider?

Yes

Central Controller Prompts "Joe Manatu" to "Please enter the desired Battery manufacturer."

1477

"Joe Manatu" enters "Please install a System V Optima battery"

1480

Credit Card hold required?

1485

Yes

1490

Central Controller presents form for "Joe Manatu" to enter a Credit Card type, number, and expiration date

1491

"Joe Manatu" enters "VISA" as the Credit Card type, "4776873303780065" as the Credit Card Number, and "09/02" as the expiration date

1492

Central Controller submits credit card information and service hold price to credit card processing service

1493

Credit Card approved?

Yes

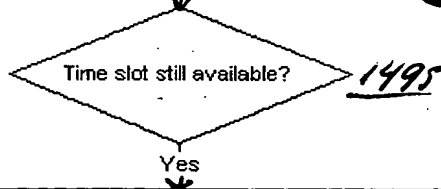
1494

Central Controller reconfirms time slot availability

Fig. 14C

FIG. 14B

Fig. 14B



Yes

Central Controller creates a row in the appointment table with APPOINTMENT ID "1001223" and stores all relevant information gathered in the above steps. Central Controller creates 2 rows in the Appointment/Resource Map table for each resource required to execute the reserved service. Central Controller updates Resource Caches for the reserved resources

1496

1001223" 1001223" 1001223"

FIG. 14C